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This is an authorized reprint of an excerpt from a Celent report. The reprint was prepared specifically for Duck Creek, but Celent retained full control of the content. For additional information, please contact info@celent.com.

CLAIMS SYSTEMS VENDORS: NORTH AMERICA P&C INSURANCE

2024 XCELENT AWARDS, POWERED BY VENDORMATCH

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CONTENTS

Executive Summary **3**

Introduction **4**

Report Methodology **5**
Evaluation Process 5
About the Profiles 5
Limitations 6

Technical Capability Matrix and XCelent Awards **7**
The Celent Technical Capability Matrix 7

Profiles **9**

Duck Creek Technologies: Duck Creek Claims **10**

Concluding Thoughts **21**
For Insurers 21
For Vendors 21

Related Celent Research **23**

Leveraging Celent's Expertise **24**
Support for Financial Institutions 24
Support for Vendors 24

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EXECUTIVE SUMMARY

This report provides an overview of the claims administration systems available in North America for property-casualty insurance carriers.

This authorized reprint contains material excerpted from a recent Celent report profiling and evaluating 33 different North American property and casualty claims systems. The full report is 335 pages long and provides an overview of their functionality, customer bases, lines of business supported, technology, implementation, pricing, and support. This report was not sponsored by Duck Creek in any way.

This reprint was prepared specifically for Duck Creek, but the analysis presented has not been changed from that presented in the full report. For more information on the full report, please contact Celent at info@celent.com.

INTRODUCTION

Often referred to as the "moment of truth," the claim represents the fulfillment of the policy's promise: that customers will be indemnified and made whole after a loss. At the same time, claims are costly – the biggest cost center of insurance, where the most revenue flows out, in the form of the payout to the customer. This means that the costs around claims are often targets for optimization. And it's in the selection and implementation of the claims administration platform where that optimization begins.

Extended claims cycle time correlates with dissatisfaction with an insurer. All the pressures that drive automation and digitalization elsewhere in the insurance value chain are magnified by the sheer volume of money associated with the claims process. Managing all these factors is asking a lot of a system. Therefore, when selecting a claims system, insurers must tread carefully.

Carriers' interest in claims is evidenced by Celent's 2024 Property/Casualty CIO Priorities and Pressures survey, where 36% of respondents noted they were currently replacing, beginning replacement, or making significant enhancements to their core claim system, and a further 21% said they had recently replaced their system.

This report profiles many of the property casualty claims administration systems available in North America today. This report should help insurers define their core systems requirements and, where appropriate, create a shortlist of vendors for evaluation. Expanded claims functionality and improved technology mean that insurers continue to have a wide set of systems and vendors to consider when looking for a solution to fit their needs. Insurers are encouraged to contact the authors of this report through analyst access to learn more about the vendors and solutions.

In addition to this report, two companion reports are being produced that in the past had been rolled into this report. Coming out alongside this one is "So You Want to Buy A Claims System", which outlines the latest developments in functional and technical capabilities in claim systems, along with a glossary and key components guide.

Later this year, we will introduce our Claims Customer Feedback report. Formerly part of this report in the "ABC" calculation, we decided to separate the customer feedback portion out in order to make these profiles slimmer.

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REPORT METHODOLOGY

In this report, Celent's objective is to include as many as possible of the leading claims administration systems being used or actively sold to insurers in North America. Celent actively reviews vendor systems in the insurance software market and invites the vendors to participate in reports like these.

Evaluation Process

To analyze the capabilities of claims administration solutions that are active in the insurance marketplace, Celent sent an invitation to participate in this year's report to a broad set of claims vendors. There was no cost for vendors to participate.

Each participating vendor completed an online RFI in Celent's VendorMatch/RFX platform. The RFI requested information about the features provided in the solution, the technology and architecture, the current client base, the pricing models, and the vendor itself. RFIs were completed on 33 products for North America.

After completing the RFI, each vendor provided a 60- to 90-minute briefing and demo for Celent focusing on usability and functionality for everyday users, product and rules configurability for IT and system administration users, and the system's overall architecture.

The RFIs, demos/briefings, and reference surveys provided quantitative and qualitative data that was used in the analysis of these vendors. This process is described in the next section.

Vendors had an opportunity to review their profiles for factual accuracy and to provide their own perspectives but were not permitted to influence the evaluation.

Some of the vendors profiled in this report are Celent clients, and some are not. No preference was given to Celent clients for either inclusion in the report or in the subsequent evaluations.

About the Profiles

Each profile is structured the same way. Profiles present information about the vendor and its claims administration system offerings, geographic presence, and client base. Charts are used to provide more detailed information about specific features, such as lines of business supported, technology, and partnerships.

Each profile also includes an analyst opinion based on the information from the demo and RFI. The profiles are presented in alphabetical order.

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Limitations

Celent recognizes that the strength of any claims administration system is somewhat dependent on an insurance company's needs and business. A solution ranked low in Celent's rankings may be a perfect fit for several insurers for various reasons, including price, business-specific functionality, target customer base, existing technology environments, or simple preference. For this reason, these rankings are purely the opinion of Celent. Insurers should use them in the context of their own specific situations.

Celent believes that this study provides valuable insights into current offerings in claims administration solutions. However, readers are encouraged to consider these results in the following context: the vendors self-reported. Participants in the study were asked to indicate which claims administration capabilities were provided in addition to providing generic information about their client base. Celent did not fully confirm the details provided by the participants, although the vendor demos allowed us to partially confirm some of the information.

A detailed list of vendors profiled in this report is shown in Table 1.

Celent used its unique VendorMatch platform to gather RFI data from each vendor. VendorMatch is the world's largest vendor and solutions data store—combined with analytical tools—to help financial institutions find, evaluate, and select a solution. Each profile contains a link to the solution's VendorMatch profile.

The RFI for this market research gathered information across multiple dimensions, including:

- Company information
- Product overview
- Specific information about the vendor and the system—including, among others:
  - *Functionality*
  - *Technology*
  - *Implementation and support*
  - *Commercial terms*
  - *Customer base*

As part of the VendorMatch RFI process, Celent gathered much more information about each solution than is reflected in this report. Subscription clients can leverage analyst access to connect with the author and learn more about the vendors. They can also use Celent's VendorMatch platform to review a vendor's online company and product profiles. Since the online database can be updated at any time, the online data may be more current than this report.

TECHNICAL CAPABILITY MATRIX AND XCELENT AWARDS

The Celent Technical Capability Matrix

We've placed each solution into one of five categories based on the sophistication and breadth of its technology and functionality. *Solutions are not ranked within the assigned category; they are listed alphabetically*.

The five categories are:

- **Luminary:** Excels in solution capabilities; generally has a leading market presence.
- **Technology Standout:** Excels in technology modernity, although often without the same depth of features as leading competitors. Frequently newer, these solutions have chosen a focused set of functions with which to begin their journey.
- **Functionality Standout:** Excels in functionality and likely to have a large installed base. Often more established, these solutions have built out a robust set of features over many years.
- **Noteworthy Solution:** Potential challengers to the more established competition. They may occupy a niche place in the market, whether by targeted use case, sector-leading features, client size, or geography.
- **Developing Solution:** Typically new to the market. They may have the potential to mature into a market challenger.

Figure 1: Celent Technical Capability Matrix – North America



Source: Celent

PROFILES

DUCK CREEK TECHNOLOGIES: DUCK CREEK CLAIMS

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Advanced Technology 2024

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Breadth of Functionality 2024

Company and Product Snapshot

Table 1: Company Snapshot

Year Founded	2000
Headquarters	Boston, Massachusetts
Number of Employees	1,890
Revenues (USD)	$303M
Financial Structure	Private
VendorMatch Link	https://www.celent.com/vendormatch/discovery/solutions/388491967

Source: Vendor RFI

Table 2: Product Snapshot

Name	Duck Creek Claims
Year Originally Released	1997
Current Release and Date of Release	Duck Creek Claims v12/2020
Revenue Derived from the Product	They do not disclose revenue by product.
R&D Expense	For the last two years, Duck Creek's R&D expense averaged 18% in 2022 and 19% of revenues in 2021. They do not break down that expense by product. On March 30, 2023, Duck Creek announced the completion of its acquisition by Vista Equity Partners (“Vista”), a leading global investment firm focused exclusively on enterprise software, data, and technology-enabled businesses. Duck Creek is now a privately held company and no longer discloses financials.
FTEs Providing Professional Services for Product	697
Notable Clients	AIG Personal Lines, Berkshire Hathaway Specialty Insurance, Hagerty, Chubb Group of Insurance Companies, HDFC ERGO

Source: Vendor RFI

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Celent Opinion

Summary

Duck Creek is a powerful claims solution that uses modern technology and offers comprehensive features. It can support various lines of business and has already been successfully implemented by major insurers, showcasing its efficiency in handling large volumes of claims. While its primary focus is on the US market, Duck Creek's presence in EMEA is limited to English-speaking countries. The platform is committed to enhancing user experience and functionality, offering a user-friendly interface, responsive design, and an expanding range of cloud-based services using key features provided by Azure.

Strengths

- The user interface of Duck Creek's claims solution is oriented around helping claims adjusters better handle their time and tasks. It offers a streamlined first notice of loss (FNOL) approach, ensuring efficient claims processing.
- To support navigation, the product has a claims overview with a navigation tree that includes wizards for the user, such as "I want to change a reserve." Additionally, portlets are available to access common areas like notes and documents easily and to view information about the claim, including any reserves.
- The task dashboard is a valuable tool for claims handlers to manage their time effectively and understand their outstanding tasks. It is also well-suited for team leaders, providing insights into the team's workload. Furthermore, the user interface includes a notifications capability called Pulse, which enables collaboration and task management.
- It offers a range of unique features, including a discrepancy report that quickly identifies areas within the claim that require action. FNOL/FROI/SROI also includes data validation and error reporting, ensuring data accuracy. The solution tracks aggregate limits and deductibles, providing comprehensive coverage information.
- It is integrated into ODG and other external third parties, such as gradient.ai, for severity scoring. This integration enhances the claims process by leveraging external data sources. Duck Creek's claims solution supports all lines of business and includes features such as recurring payments, lien handling, bulk payments, and consolidated payments, catering to diverse insurance needs.
- The platform's API support allows for seamless integration with third party tools, enabling insurers to leverage existing systems and enhance their claims operations. The Duck Creek team has demonstrated the platform's ability to integrate third party services through APIs by configuration, eliminating the need for server restarts and streamlining the integration process.

- Configuration environment enables insurers to become fully self-sufficient and reduces reliance on developers. This environment allows many tasks to be moved from developers to business analysts (BAs) or business users. Claims Studio, designed for developers, BAs, and other business users, provides an out-of-the-box, wizard-driven approach to performing everyday tasks.

Areas for Improvement

- Even though Duck Creek has implementations in the cloud, it can improve the cloud capability by increasing the proportion of the system architected as microservices.
- Support for the non-English speaking languages in the EMEA region.

Functionality

Table 3: Suite Availability

	Availability
Policy Administration	■
Billing	■
Reinsurance	■
Rating Engine	■
Digital Tools	✔
Distribution Management	■
Business Intelligence	■
Data Warehouse	■

Legend: ✔ = Integrated into the Module; ■ = Separate Module available from this vendor; ● = Through another vendor; ✕ = Not available

Source: Vendor RFI

Table 4: Functionality

Category	Function	In Production	Supported But Not in Production	Not Supported
Desktop	User desktop / workbench	●		
	Claims overview	●		
Data Services	Upload ACORD or FNOL	●		
	Integration and prefill with third party data	●		
Documents	Includes a correspondence and forms library	●		
	Configurable business rules to support	●		
	Includes a content repository and document management	●		
Notes	Includes a notes facility	●		
	Ability to search text within notes and diaries	●		
Supervisory Tools	Escalation based on authority	●		
	Dashboard to manage employee's workload	●		
	Automated underwriter assignment	●		
	Out-of-office / vacation rules	●		
	Automatic task generation	●		
FNOL/FROI	Ability to consume FNOL from multiple sources	●		
	Supports submission of additional attachments	●		
	Can use party's preferred communication method	●		
	Location-based guidance at time of FNOL	●		
Injury Management	Track utilization review and recertification	●		
	Can create, document, and track special programs such as return-to-work	●		
Claim Investigation	Can display alerts	●		
	Can document the case strategy	●		
	Automatic ordering of third party data	●		
Reserving	Ability to specify automatic default initial reserves based on business rules	●		
	Multiple levels of reserve categories	●		

Category	Function	In Production	Supported But Not in Production	Not Supported
	Aggregate tracking (erosion of policy limits)	●		
	Deductible tracking	●		
Payments	Recurring payments	●		
	Multiple pay parties (e.g., garnishments)	●		
	Ability to make bulk payments for a single vendor combined in a single disbursement	●		
Subrogation and Recoveries	Separate tasks, workflow, diaries, and business rules for subrogated cases	●		
Fraud	Workflows specific to fraud and special investigations	●		
Litigation Management	Separate tasks, workflow, diaries, and business rules for litigated cases	●		
Vendor Management	Vendor management tools	●		
Reinsurance	Manually tag a claim when reinsurance applies	●		
	Automatically identify claims subject to reinsurance	●		
Catastrophe	Ability to define catastrophes	●		
	Automatic identification of cat claims	●		
TPA	Ability to track hours/activities	●		
	Ability to manage different fee schedules	●		
Support for Lloyds Claims Processes	Support for the Electronic Claims File (ECF2)	●		
	Support for ECF Write Back		●	

● = Available out of the box
● = Configurable through a scripting language/coding
● = Under development / on road map
● = Configurable using simple tools for business user
● = Available with integration to a third party solution
● = Could develop, would be considered customization
● = Configurable using simple tools for IT user
● = Available with integration to a separate module provided by this vendor
● = Not available / not applicable

Source: Vendor RFI

Lines of Business Supported

Table 5: Lines of Business Supported

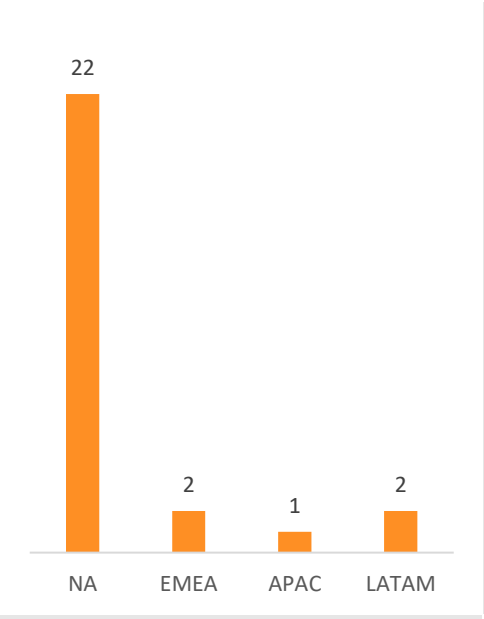
Line of Business	NA	EMEA	APAC	LATAM
Personal Auto	✔	✔	✔	☐
Homeowners / Home	✔	✔	☐	☐
Renters / Contents	✔	✔	☐	☐
Umbrella	✔	✔	☐	☐
Commercial Auto	✔	✔	☐	☐
Commercial Property	✔	✔	☐	☐
Commercial Liability	✔	✔	☐	☐
Workers' Compensation	✔	☐	✔	☐
Medical Professional Liability	✔	☐	☐	☐
Other Professional Liability	✔	✔	✔	☐
Business Owners Policy (BOP)	✔	✔	✔	☐
Surety & Fidelity	✔	✔	☐	☐
Excess Policies	✔	✔	☐	☐
Directors and Officers Liability	✔	☐	☐	☐

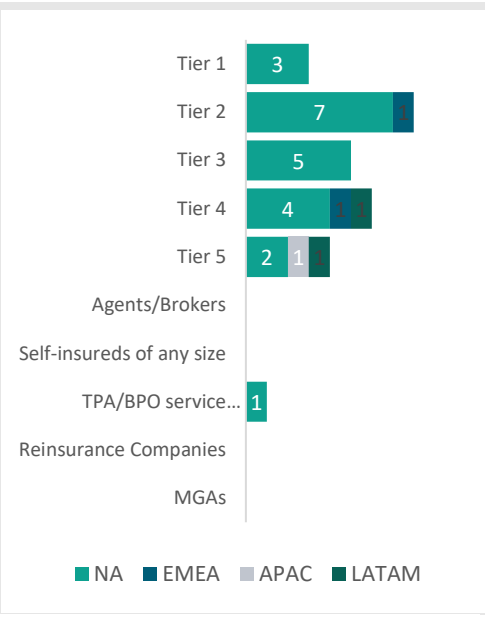
Legend: ✔ = In production; ☐ = Supported but not in production; × = Not supported

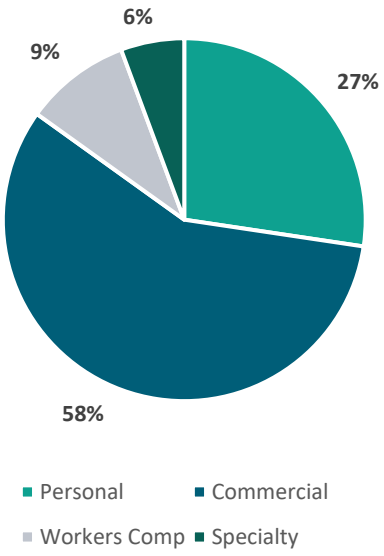
Source: Vendor RFI

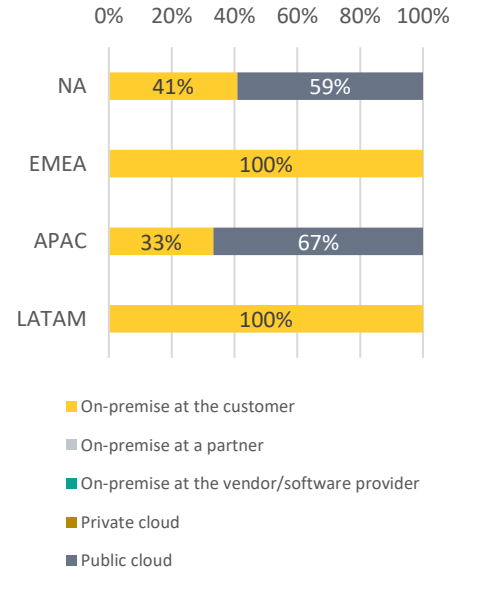
Customer Base

Table 6: Client Base by Size and Deployment Option (Global)









Source: Vendor RFI

Table 7: Implementations by Country

Region	Countries
North America	Canada, United States
Europe	Portugal, United Kingdom
Middle East	
Africa	
Asia-Pacific	Australia
Central America	
South America	
Caribbean	Bahamas, The Cayman Islands

Source: Vendor RFI

Technology

Table 8: Technology Options

Technology Options	Responses	
Code Base	.Net: 100%; C#: 100%	
Integration Methods	Web services; XML (not through web services); HTTP; RESTful HTTP-style services; JSON format; MQSeries/JMS/Similar queue technology; Custom APIs; Flat files; Native messaging	
API Details	✔	The API is documented
	✔	External systems can trigger an event in the system, which can be responded to by a workflow or business rules system
	✔	API management supports local or global standards, such as ACORD application creation and rendering
	✔	API sample codes are available to clients
	✔	API developer portal is available for support and descriptions
	✔	API testing portal and the ability to use scripts on website is available
	✔	The system allows API publishing in SOAP, REST, JSON, and XML-style services as APIs
	✔	API version management is available
	✔	Access to the APIs is managed, and use of APIs tracked by developers
	☐	Training in extending the system is offered

Legend: ✔ = Available; ☐ = Not available

Source: Vendor RFI

Table 9: SaaS Capabilities

Elements	Availability
Support a multi-tenant architecture	✔
Type of effort required to update the solution	Evergreen – All clients are on the same latest version
Cadence of upgrades for multi-tenant deployments	More frequent than every 3 months
Deployment approach supports elasticity	Yes, automatically
Current APIs-related strategy	Preconnected cloud environment (fully connected and ready to use)
Ability of the deployment model to leverage a serverless approach	✔
Ability to enable independent services (microservices)	✔
Proportion of the system architected as microservices	Under 25%
Support automation of development and deployment processes (DevOps)	✔
Ability to run and deploy under containers to improve the application deployment	✔
Need for containerization to run in a cloud	✔
Ability of the system's functions and capabilities to be distributed among a private cloud and a public cloud	✔

Legend: ✔ = Yes ✕ = No

Source: Vendor RFI

Table 10: Change Tooling and Upgrades

Types of Changes	Availability
Business Rule Definition	✔
Data Definition	✔
Table Maintenance, List of Values, etc.	✔
Interface Definition	☐
Product Definition	✔
Role-Based Security, Access Control, and Authorizations	✔
Screen Definition	✔
Workflow Definition	✔

Legend: ✔ = Configurable via tools for business users; ☐ = Configurable via tools for IT users; ■ = Configurable via the vendor; ⊖ = Configurable via scripting; ● = Coding required; ✕ = Not available

Source: Vendor RFI

Table 11: Public Cloud Options

Providers	NA	EMEA	APAC	LATAM
Microsoft Azure	✔	☐	✔	☐
Amazon AWS	✕	✕	✕	✕
Google Cloud Platform (GCP)	✕	✕	✕	✕
Alibaba Cloud	✕	✕	✕	✕
IBM Cloud / Bluemix	✕	✕	✕	✕
Oracle Cloud	✕	✕	✕	✕
Salesforce Cloud, Force.com, AppExchange	✕	✕	✕	✕
Other	✕	✕	✕	✕

Legend: ✔ = In production; ☐ = Supported but not in production; ✕ = Not supported

Source: Vendor RFI

Partnerships

Table 12: Implementation and Support

Type of Partnership	Partner Vendor
System Integrators	A full list of Duck Creek Systems Integrators can be found at: https://www.duckcreek.com/partner-type/integrators/
Fintech Partners	A full list of Duck Creek Solution Partners can be found at: https://www.duckcreek.com/partner-type/solution/

Source: Vendor RFI

Implementation, Support, and Pricing

Table 13: Implementation, Support, and Pricing

Typical Implementation Team Size	11 to 15
Resource Breakdown	Vendor: 20%; Client: 20%; Third party: 60%
Location of Employees	Duck Creek Technologies has 232 employees in North America, 33 employees in EMEA, 432 employees in Asia Pacific
Average Time to Implementation	Initial Implementation: 4 to 6 months 2nd and subsequent line of business: 1 to 3 months 2nd and subsequent states/jurisdictions: 1 to 3 months
Pricing Models	Enterprise license, Subscription-based license

Source: Vendor RFI

CONCLUDING THOUGHTS

For Insurers

There is no “one-size-fits-all” claims solution, but insurers can take comfort in the fact that there are myriad options to fit almost any set of requirements. An insurer seeking a new core claims system should begin the process by looking inward. Every insurer has its distinctive mix of lines of business, geography, staff capabilities, business objectives, and financial resources. This unique combination and the organization’s risk appetite will influence the list of vendors for consideration.

Some vendors are a better fit for an insurance company with a large IT group that is deeply proficient with the most modern platforms and tools. Other vendors are a better fit for an insurance company with a small IT group that wants the vendor to take a leading role in maintaining and supporting its applications.

Most core claims systems bring some level of out-of-the-box functionality for various lines of business and operating models. Many systems offer powerful configuration tools to build capabilities for both known and future requirements.

We recommend that insurers looking for a claims system narrow their choices by focusing on four areas:

- The functionality needed and available out of the box for the lines of business and states desired. Check to see what is actually in production.
- Technology—the integration framework, the overall architecture, and the configuration tools and environment.
- Vendor stability, knowledge, and investment in the solution.
- Implementation and support capabilities and experience.

For Vendors

There has been considerable investment among solution providers to differentiate themselves from their peers. Many of today’s claims admin systems are mature. The solutions deliver robust functionality, improve configuration tools, and are more connected with APIs. Cloud implementation is also becoming table stakes.

Although these trends are beneficial for insurers, they make the competitive challenges facing vendors much more daunting.

Celent recommends vendors differentiate themselves by:

- Focusing on improving usability for both new and experienced users and managers.
- Emphasizing ease of use.

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- Building an ecosystem of claims-focused established tech solutions and insurtechs that integrate with the claims admin solution.
- Making implementation faster and less expensive.
- Continuing to move to open APIs and other integration frameworks to drive the easy orchestration of processes and data across external digital capabilities.
- Continuing to build out configuration environments to put change controls in the hands of the carriers.
- Investing in AI and specifically Gen AI to compete with the advancing consumerization and worker expectations for this new technology.

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Typical projects we support include:

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Business practice evaluations. We spend time evaluating your business processes and requirements. Based on our knowledge of the market, we identify potential process or technology constraints and provide clear insights that will help you implement industry best practices.

IT and business strategy creation. We collect perspectives from your executive team, your front line business and IT staff, and your customers. We then analyze your current position, institutional capabilities, and technology against your goals. If necessary, we help you reformulate your technology and business plans to address short-term and long-term needs.

Support for Vendors

We provide services that help you refine your product and service offerings. Examples include:

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